

Georgia Department of Human Resources

Office of Information Technology

The OIT Landscape

The Office of Information Technology provides computing, applications management, IT procurement, Network and telecommunications to all divisions and offices of the Georgia Department of Human Resources. The office plans, develops, implements, and maintains the technology infrastructure to support the strategic goals of the department.

The following is a snapshot of the OIT Landscape. It represents the variety of services and the degree of support that OIT brings to the department.

Description	Quantity
Servers	1,000
Desktops	19,000
Laptops/Tablets	7,000
PBX Telephone Switches at @ Peachtree Street Building	1
Centrex Telephone Switches	100
Telephone Extensions	13,477
Data Circuits	971
Vendor Partners	30
Desktop Software Products	200
Mission Critical Software Applications	40
Total Software Applications	121
DHR Employees Supported (FTE's for 427 & 127)	20,324
IT Staff to DHR Employee Ratio	1/66
Statewide DHR Offices Connected to the Backbone Network	1,100
Geographic Coverage Area for DHR Offices	59,441 square miles
Interagency Data Interfaces (Internal & External)	46
Email Messages Received Monthly	62,517,285
Virus Detected and Blocked Monthly	81,318
SPAM, PHISH, etc. Blocked Monthly	1,197,202
Dollars Processed Through Systems Monthly (TANF, Food Stamps, WIC, Child Support)	SUCCESS - \$94,639,793.65 MHDDAD - \$ 25,583,333 OCSE - estimated \$50,000,000
Databases Supported	Oracle, SQL, DB2,
Lines of Code for Main Frame Applications (12 of 12 reporting)	7,644,655
MIPS Required for Main Frame Applications	2,080
Number of Tickets Received Monthly for Main (Vantive) Help Desk	6,258
Number of Tickets Received Monthly for RACF Help Desk	5,400
Number of Tickets Received Monthly for SUCCESS Help Desk	964
Total Number of Help Desk Tickets Received Monthly	12,622
Number of IT Staff Resolving Help Desk Tickets	82
Software Languages Used	Visual Basic, VB.Net, Java, Cobol
Transactions Processed Daily	457,407